



Tech Tip



XV17 Not showing in Equipment Summary

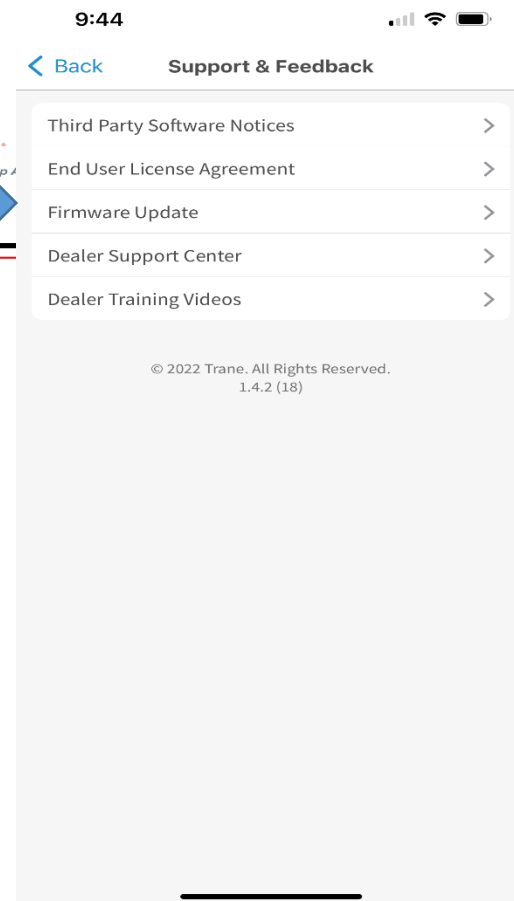
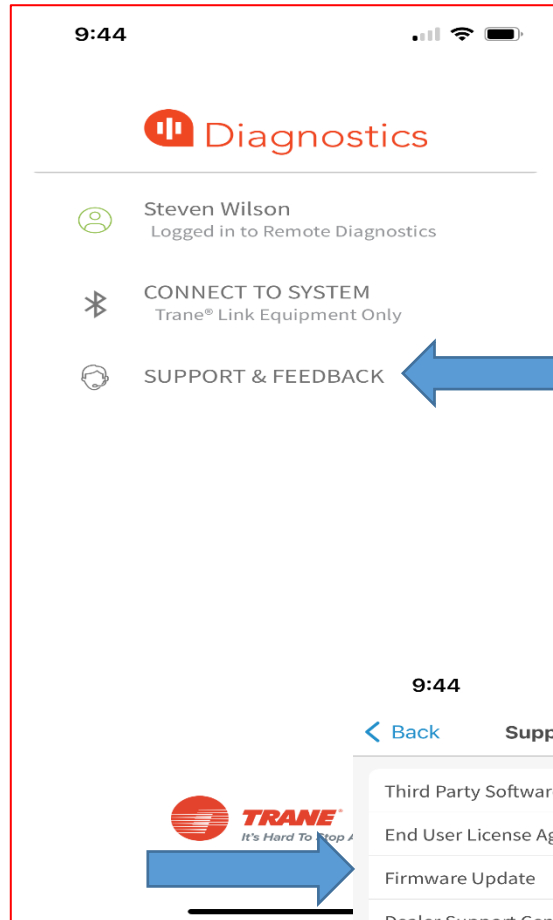
The XV 17 will need 4.3.0 software or higher in order to show up in the equipment summary.

Current TLINK360..D models have 4.0.0 software available. Installing an XV 17 with this Hub and UI will require a software update to the Hub and UI before it will appear.

We have found it is easier to push the software from the diagnostic mobile app via SoftAp to the hub.

Follow the steps on the next page on how to push the software VIA SOFTAP,

Please remember that after the software is pushed it will take up to 3 hours before it will reach each device.



Field Service Representative Contact

SW FL 239-277-0344; Option 3

SE FL 954-421-7133; Option 2

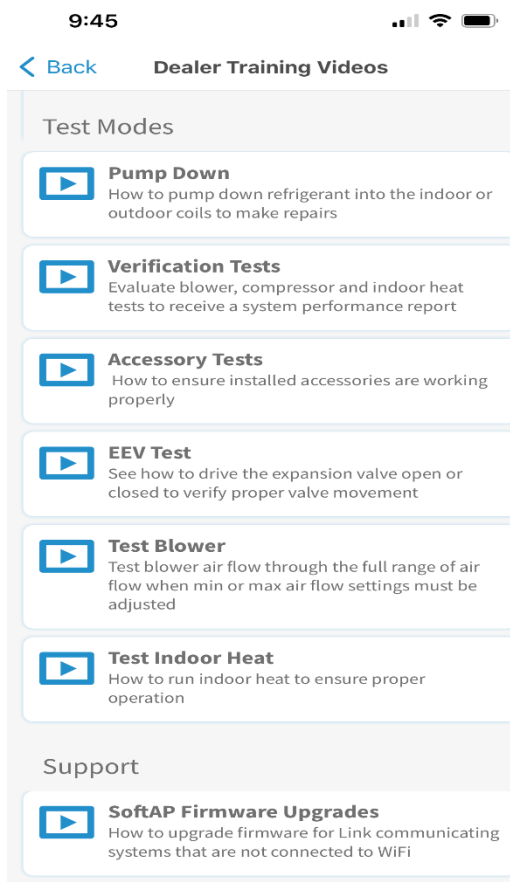
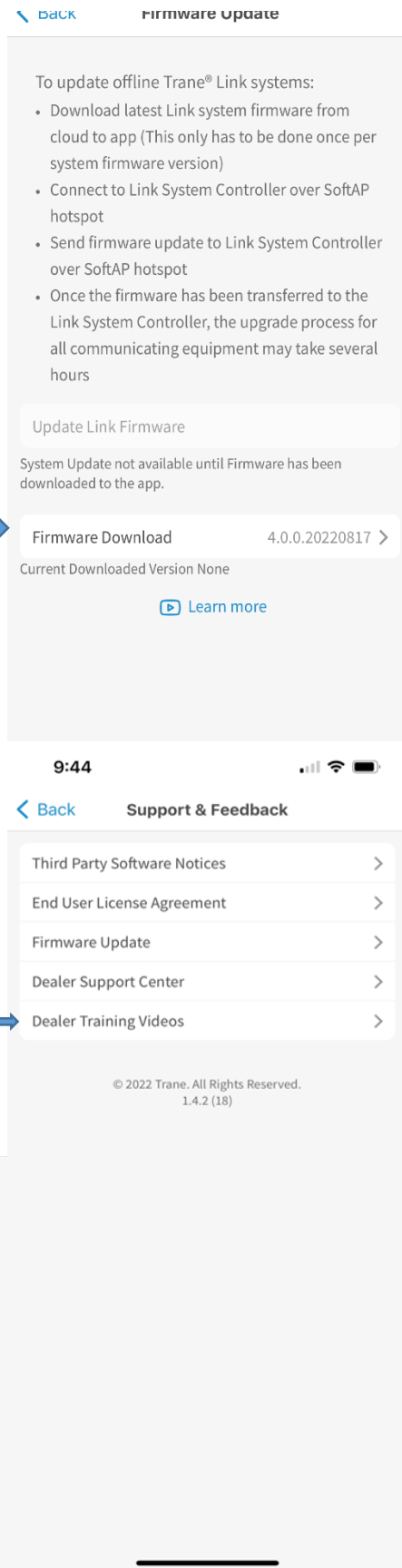
N FL 844-358-7263; option 2

Software update for Link

The next screen will pop up in the top right that will show the latest firm ware and you will need to click on it to down load it to your phone, this process should only take a few minutes.

I suggest to watch the video link in the support and feedback page as shown to the right, when you scroll down just click on the Firmware upgrades and it will take you through a step by step process of updating the firmware through the app.

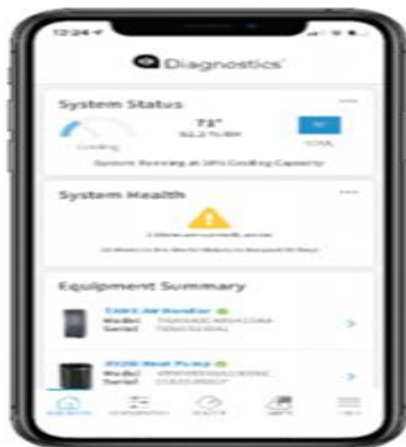
On the last page has the video.



SCAN WITH A PHONE CAMERA



Wait! Are you connected?



Use the American Standard® or Trane® Diagnostics app to get connected to this equipment.

- ⚠ Realtime alerts
- ✅ System verification
- 🔧 System configuration
- 📶 Sensor monitoring



I46651P01

